

ATTORNEY DOCKET
IEX 2046000

PATENT APPLICATION
SERIAL NO. 09/504,330

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Leamon

Serial No.: 09/504,330

Filed: February 14, 2000

Examiner: Cuong H. Nguyen

Group Art Unit: 3625

Title: METHOD AND SYSTEM FOR SKILLS-BASED PLANNING
AND SCHEDULING IN A WORKFORCE CONTACT
CENTER ENVIRONMENT

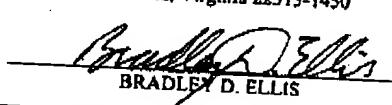
71 Prel
B
AS
10/30/03

FAX RECEIVED

OCT 27 2003

GROUP 3600

Commissioner for Patents
PO Box 1450
Alexandria, Virginia 22313-1450

<u>CERTIFICATE OF MAILING</u>	
I hereby certify that this correspondence is being deposited with the United States Postal Service on October 23, 2003 as first class mail in an envelope addressed to:	
Commissioner for Patents PO Box 1450 Alexandria, Virginia 22313-1450	
 BRADLEY D. ELLIS	

PRELIMINARY AMENDMENT

Dear Sir:

Please reconsider the above-referenced application ("Application"):